

BMV-Related FAQs For Indiana's Flood/Tornado Victims

1. How do I replace my lost driver's license or identification card?

If you lost your personal identification – whether a driver's license, permit, or identification card – the Bureau of Motor Vehicles (BMV) will work quickly to help you replace the credential. To replace a lost Indiana driver's license, permit or identification card, a citizen must provide specific identity documents like a birth certificate, marriage certificate, passport, or other government-issued document. The normal replacement fee for a duplicate credential is \$10.

2. My vehicle was damaged and cannot be repaired. What should I do?

If your vehicle was damaged beyond repair, contact your insurance company. If the insurance company declares it "totaled," it will apply for a salvage title on your behalf to remove your name, and then reimburse you accordingly.

If you do not intend to replace the vehicle, a refund of the unused portion of the registration fees may be requested at any license branch. Bring the notification from the insurance agency, dealership, mechanic, or law enforcement officer indicating that the vehicle was totaled. The refund is calculated based on the month the vehicle was destroyed and the month in which the registration expires.

If you choose to replace the vehicle prior to visiting a license branch, bring the new vehicle information along with the old vehicle paperwork indicating that the vehicle was totaled, and a credit will be applied to your transaction.

Please note: If you are within one calendar month of your registration expiring, for example in July or August 2008, no credit or refund can be issued.

3. I have no way of visiting a license branch to renew my credential or registration. What should I do?

If you are able to access the internet, vehicle registrations can be renewed online and mailed directly to you at your home address or to a special mailing address if you are unable to stay in your home. Also, look for the **BMV2You** mobile unit in your area to more conveniently serve Indiana's flood victims.

4. I lost my title. How do I get a new title? How much does it cost?

If you are able to access the internet, a duplicate title can be ordered by establishing a personal **myBMV** account at www.myBMV.IN.gov (click "My Titles"). If not, bring your photo identification to a license branch to apply for a duplicate title. The fee is \$9.00.

5. My registration was damaged. What do I do? How much does it cost?

A duplicate registration can be printed at any license branch. A duplicate registration costs \$10.

6. My license plate is damaged. What do I do? How much does it cost?

Visit a local license branch, complete a lost plate affidavit, and a replacement plate will be issued to you at that time. If you have the damaged plate, bring it to a local license branch for a replacement. The fee for a replacement plate is \$10.

7. I've lost my registration renewal notice. When do I renew? How can I renew?

Expiration information is maintained on your registration in your vehicle or on your license plate. You can also find out your expiration date by logging on to www.myBMV.IN.gov or by contacting the BMV Call Center at 317-233-6000.

You do not need your registration notice to renew. If you are able to access the internet, you can renew your vehicle registration by establishing a personal **myBMV** account at www.myBMV.IN.gov (click "My Registrations"). If not, you can renew your vehicle at any license branch.

8. I received a notice regarding a recent accident. The notice has been lost, and I am unsure of my requirements.

Contact the BMV Call Center at 317-233-6000, and a duplicate notice may be mailed to you. An extension, if needed, will be considered.

9. I received a notice that my license will be suspended. The documents to comply with the BMV's request were destroyed by severe weather. What should I do?

Contact the BMV Call Center at (317) 233-6000 to discuss your case. An extension, if needed, will be considered.

10. My insurance company's office was damaged by the severe weather conditions and their files are not available. How am I supposed to show proof of insurance for my recent accident?

Contact the BMV Call Center at (317) 233-6000 to discuss your case. An extension, if needed, will be considered.

Please visit the BMV Web site at www.myBMV.IN.gov for additional instructions and updates. If you cannot get to the license branch in your area, look for the **BMV2You** mobile unit, which is visiting affected communities to more conveniently offer services to Hoosier flood victims.